

Federal RelayHealth

Coming January 2017



Since 2009, RelayHealth has provided Patient Engagement and Interoperable Secure Messaging solutions to the Military Health System. These solutions support the move to a more connected and patient-centric model of care.

Today, across all of military health:

- more than **32,000 clinical users** connect
- to more than **1.6 million military health beneficiaries**
- at over **1,200 MTF, branch, community clinics, and other sites** both CONUS and OCONUS.

On January 28, 2017, RelayHealth will separate DoD users into a dedicated Federal platform to meet Department of Defense Cybersecurity standards.

For Military Health System (MHS) beneficiaries (aka Military Patients), Secure Messaging functionality will remain unchanged. You will access RelayHealth at <https://mil.relayhealth.com>

If you have a connection to a commercial (TRICARE) provider, access RelayHealth at <https://app.relayhealth.com>. Your Commercial care providers **will not** have access to the Federal RelayHealth app.

Frequently Asked Questions

from Military Health System Beneficiaries (Military Patients)

Why were these changes made?

To meet DoD Cybersecurity standards.

Are there any functionality changes to secure messaging?

No. You will use all the same features as you do today.

How do I (patient) access RelayHealth?

Military Health System beneficiaries will access the Federal RelayHealth site at <https://mil.relayhealth.com> to exchange secure messages with MHS Care team members and view/download your records associated with care received at a Military Treatment Facility (MTF).

New records associated with care received at a commercial (non-military) facility will no longer be accessible.

Will I have to change my username and password?

No. You can use your current username and password.

Will my doctor's office be able to send me secure messages during these changes?

Yes. All services will be available.

Will I be able to send secure messages to my doctor/care team during these changes?

Yes. All services will be available.

Will I (patient) still be able to upload information to my patient health record?

Yes. You can upload information just like you do today.

Will I (patient) still be able to download information for my patient health record?

Yes. You will download information just like you do today.

How do I contact RelayHealth support should I have any questions?

Support@relayhealth.com or call 866-735-2963